



Round House Cafe Customer Feedback

Questions, Comments and Answers

What is the process to get gift cards as employee incentives from the Round House Café? Thanks for asking. You can contact either Dan Barolli or Beth Holliday from ARAMARK who are both in our Outlook address book; or me at paul.johnston@srpmic-nsn.gov; or the Café at x5537 or x5538. We will all be glad to assist you in getting the gift certificates you need for staff, friends and/or family for the holidays.

I love the Buffalo Chicken salad. Can that be made upon request? If not, how often do you offer it? Thank you for your feedback! It is on the menu every three weeks, but we can make a very similar version at the grill upon request, just ask. Thanks again.

I heard the pies you sell for the holidays are not made from scratch, but just heat and serve. Is that true? The shells are pre-made, but the fillings are all made from scratch and the pies are baked fresh in the Café. They are priced generally \$2 a pie less than Village Inn, and are much easier to pick up!

Can we get an ATM put in the Café? Thanks for asking. The Café Focus Group considered this at our December meeting. There are several logistical, administrative and legal hoops to consider. That being said, we are going to contact several banks and see if they are interested in locating a machine outside of the Café. Stay tuned.

I had the 500 calorie pasta yesterday, for the first time, and it was delicious. It was flavorful and filling. I will definitely have it again. Thanks! We received more than a dozen similar comments from other customers. We are going to add it to the regular menu cycle. Glad you liked it.

Thank you to the Round House Café for providing the wonderful fry bread at our school potluck yesterday! The food was delicious! There are no leftovers! Glad you liked them and glad to help.

Thanks for all of the healthy options in the Café and they taste good, too. It makes it easier for us health-conscious folks. We try to have something every day for everybody. We have tuna salad and/or chicken salad plates available at the deli every day.

I get angry when some of the workers play “favorites” with their friends and practically ignore others...it’s disrespectful. Don’t disrespect me in front of other customers. I am a paying customer and want to be treated friendly too. Thanks for letting us know. We are sorry you had a bad experience and will talk to the staff you pointed out to us. We would always respond directly to you if you let us know who you are. Thanks again.

Hey! I just inhaled a salad for lunch and low & behold I finally noticed as I finish my last pieces at the bottom of the bowl – that it was an expired salad! Thanks for writing – but – nay, nay! The dates on the salads are not “expiration” dates, but the dates they were prepared. All is well! Glad you enjoyed it enough to inhale! ☺

We asked the Café to heat the ham for our department’s Thanksgiving pot luck at the last minute. They apologized, but said no. Why?

Thanks for asking. Unfortunately, your department came on a day when Café manager Dan Barolli and I were both on vacation. The employee who had to turn you away was, in fact, following policy – something most employees feel they have to do when the boss is not around. Had either Dan or I been here, we would have honored your last-minute request “this time,” but explained that there are two main reasons we cannot re-heat pot luck foods.

- First, and probably most importantly, if we did it for one, we would have to do it for all, which could become a logistical nightmare.
 - “You did it for that department, why not us?” We could end up being asked to heat something for every department pot luck – and that could become problematic, depending on the day’s menu, production schedule, paid catered events, etc. An excessive number of requests, especially if they are last minute, could quickly cause issues in the kitchen
- Secondly, there is a liability issue. Contractually (mostly due to insurance requirements) ARAMARK is not allowed to handle or prepare foods it has not obtained from its own certified vendors, and, more importantly, that it is not selling or donating
 - In cases of re-heating pot luck items, ARAMARK cannot know the food has been properly stored at health department-approved temperatures. Unfortunately, if someone got sick and (in this case) the ham was determined to be the cause, ARAMARK would be held liable – even though it may not have been their fault

Again, we are very sorry we were not able to help you. For similar future requests, please call and discuss it with us ahead of time. We always want to help if at all possible. Thanks, again. ☺

Kudos & Clouts (Customer Comments and/or Suggestions)

- I order quite a bit of catering...today’s was great as usual...you guys do good work...thanks.
- David makes the best omelets. And the chicken is always perfect. He gives great customer service and the food is always wonderful.
- I really like your macaroni & cheese dish
- I wish the pricing were more consistent. My friend and I some days get the exact same thing – but pay different amounts...
- The green chili soup is excellent...can we buy soup to take home? (Thanks. Call x5537 at the end of the day and ask.)
- I love the daily newsletter and all of the Café events. Keep up the good work – especially through the holidays. (Thanks! ☺)
- At the urging of a friend, I tried the pretzel bread sandwich at the deli. It was very good. Will you have again?
- Everything is **always** good – fresh – offering good variety and more importantly staff are always happy, helpful and knowledgeable
- Can we get a bulletin board? (We are looking into it – thanks for asking).
- Today’s soup was excellent. I’d swear my grandmother made it.
- The meals your staff provided for us flu shot workers were outstanding and their customer service skills are wonderful.
- Thanks for making the “sugar free” Cole Slaw with Nutra Sweet or whatever. Great for us diabetics...
- The enchilada sauce today was way too salty...
- The chocolate-raspberry cake is REALLY good...
- Salad Croutons always seem soft (We now put them in a container w/lid “on the side”)

To submit your feedback...

1. You can fill out a yellow comment card and leave it in the boxes on the condiment station in the cafeteria. OR...
2. You can submit feedback on the ARAMARK Round House Café Feedback page. Just [click here](#)
3. E-mail SRPMIC Food Service Manager Paul.Johnston@srpmic-nsn.gov

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